



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
EMPLOYMENT SERVICES WORKER, SENIOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for providing complex professional employment counseling services, needs assessments, vocational evaluations, employment preparation, and training for Virginia Initiative for Employment not Welfare (VIEW) and Supplemental Nutrition Assistance Program Employment and Training (SNAPET) customers. Serves as a Lead Worker. Reports to the Employment Services Supervisor.

ESSENTIAL JOB FUNCTIONS

Monitors casework of Employment Services Workers; approves and monitors program sanctions, terminations and expenditures; provides staff development and training; prioritizes and assigns work, approves credit authorizations and appeal summaries and attends appeal hearings; and assists with handling complaints, questions and special projects.

Manages a specialty caseload; conducts assessment interviews to determine employability and to identify employment barriers; develops employability plans to include identifying and prioritizing needs and developing target dates for the completion of objectives.

Administers and interprets assessment results to include career interests, aptitudes, abilities and employability; provides in-depth employment and supportive counseling as needed; updates employability plans and performs re-assessments at prescribed intervals to ensure satisfactory progress; initiates sanctioning actions and notifies Eligibility Workers as necessary and attends benefits appeals hearings.

Assists with job search development, activities, leads, placement, retention and career counseling; monitors work site placements, public services and community work experience activities and career counseling workgroups. Makes community and agency resources referrals to assist with supportive and emergency services, including childcare, transportation, tools, uniforms, shelter and school expenses; issues vouchers and ensures payment of credit authorizations. Maintains current case records and related information electronically and manually; prepares reports as needed.

Serves on various committees and task forces and training sessions, unit meetings and conferences in support of the goals and objectives of the Employment Services Bureau; makes presentations to groups and is involved in other public relations activities to promote the overall employment services program. Attends in-service and other training sessions and conferences and may represent the agency on committees or task force groups.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Thorough knowledge of human services programs and policies including federal, state, and local regulations. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families. Interviews and gathers information to assess employability and the identification of barriers.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees and the public. Effectively responds to routine inquiries and disputes.

REQUIRED ABILITIES

- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- Communication – Excellent ability to communicate ideas and proposals verbally and in writing effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally or in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Counseling and Guidance, Human Services, Social Work or a related field and 3-5 years of progressively responsible experience or an equivalent combination of education and experience. A Virginia Certified Workforce Development Professional Certification is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.